

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE
JOB DESCRIPTION**

POSITION TITLE: CASE MANAGER II -
Unit Classification

SALARY GROUP: B13

DEPARTMENT: Classification and Records

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CERTIFICATION: I certify that, to my knowledge, this is an accurate and complete description of the essential functions and the conditions required for this position.

APPROVED BY: Joni White

DATE: 01/29/2014

POSITION #: 029339

I. JOB SUMMARY

Provides moderately complex case management work. Work involves developing and maintaining long-term contact with offenders, offender families, and service providers for medical, social, educational, and related service needs; and training others. Works under general supervision with moderate latitude for the use of initiative and independent judgment.

II. ESSENTIAL FUNCTIONS

- A. Interviews offenders to gather information and assess service needs; develops and implements service plans to meet offender needs; and serves as liaison between offenders, offender families, and service providers.
- B. Assists in coordinating and participating in unit classification committee meetings; identifies problem areas, service gaps, and barriers to services for offenders; and develops and maintains classification committee records to include offender unit file, committee docket, offender travel card, and automated records.
- C. Provides case management services to include reviews of housing and work assignments, medical restrictions, security needs, time earning status, and custody levels; assists in documenting case records; interprets rules, regulations, policies, and procedures; and responds to routine inquiries regarding policies, procedures, rules, and regulations.
- D. Assists in conducting unit orientation for newly assigned offenders regarding facility rules and regulations and available services and programs.
- E. Trains and supervises employees.
- * Performs a variety of marginal duties not listed, to be determined and assigned as needed.

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III. MINIMUM QUALIFICATIONS

A. Education, Experience, and Training

1. Sixty hours from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA) or by the United States Department of Education (USDE). Major course work in a Behavioral Science, Criminal Justice, or a related field preferred. Each year of experience as described below in excess of the required two years may be substituted for thirty semester hours from an accredited college or university on a year-for-year basis.
2. Two years full-time, wage-earning correctional custody, law enforcement, offender case management, or correctional unit operations experience.
3. Offender classification experience preferred.

B. Knowledge and Skills

1. Knowledge of applicable state and federal laws, rules, regulations, and statutes.
2. Knowledge of case management principles, objectives, standards, and methods.
3. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.
4. Knowledge of community resources preferred.
5. Skill to communicate ideas and instructions clearly and concisely.
6. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.
7. Skill to interpret and apply rules, regulations, policies, and procedures.
8. Skill in problem-solving techniques.
9. Skill in the use of computers and related equipment in a stand-alone or local area network environment.
10. Skill to prepare and maintain complex records and files in an automated system.
11. Skill in the electronic transmission of communications.

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12. Skill to assess offender needs.

13. Skill to coordinate offender services.

IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION

- A. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, climb stairs, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry under 15 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.
- B. Conditions include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
- C. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, typewriter, calculator, copier, fax machine, telephone, and automobile.